NUM'AXES
Nature & Technologies

CANICOM 500 Pro

User's guide

DECLARATION « CE » DE CONFORMITE
« EC » DECLARATION OF CONFORMITY
Directive R&TTE 1999/5/CE

NUM'AXES
déclare que / declares that

le collier d'éducation / the training collar
CANICOM 500 PRO

satisfait à toutes les dispositions de la Directive N° 1999/5/CE du 07/04/99 du Conseil Européen
complies to all dispositions of the European Council Directives below N° 1999/5/CE

et est conforme aux normes suivantes / and complies with standards below:

ETSI EN 300 220

CE

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WARNING

Any person with individual device for cardiac assistance (pacemaker, defibrillator) must take precautions when they use CANICOM 500 PRO.
This device emits some static magnetic fields (a magnet is located in the remote control).
Frequency= 869 Mhz, at = 250 mW
The device complies with the European Standard ETSI EN 300 220.

Thank you for choosing a NUM'AXES product.
Before using your CANICOM 500 PRO, please read the instructions in this guide carefully and keep it for future reference.

Before using CANICOM 500 PRO, we advise you to have your dog checked by your vet to ensure it is fit to wear a collar.

Check your dog's neck regularly, the repeated rubbing of the contact points against the animal's skin may cause irritation. If this happens, remove the collar until all signs of skin irritation have disappeared.

Start with the lowest level of stimulation and define the level from which your dog reacts by increasing gradually.

Do not hesitate to contact a professional trainer for any further advice.

Index **Page**

Contents of the product CANICOM 500 PRO 2
Description of the product 2
First use from new 3
How to use the remote control 5
Checking/replacing battery of remote control 7
Checking/replacing battery of CANICOM receiver collar 8
Changing the contact points 8
How to check that your CANICOM 500 PRO is functioning properly 8
Getting the best results 8
Fitting the CANICOM collar 8
Starting out with the training collar 9
The difference between "continuous" and "flash" stimulation 9
Cautions for use 9
Maintenance 9
Troubleshooting 10
Technical specifications 10
CANICOM receiver collar battery life 11
Guarantee 11
Guarantee conditions 11
Spare parts 11
Collection and recycling of your device at the end of its life 11

- **Contents of the product CANICOM 500 PRO**

- CANICOM receiver collar equipped with short contact points
- 3-V Lithium CR2 battery for the collar
- CANICOM 500 PRO remote control equipped with a 3-V Lithium CR2 battery
- screwdriver
- neon test lamp
- pair of long contact points
- carry strap
- this user's guide

- **Description of the product**

- **First use from new**

  - **Fitting the battery in the CANICOM receiver collar**

- Unscrew the 4 screws of the top of CANICOM.
- Insert the battery (3 Volt Lithium CR 2) **paying attention to follow polarity indicated on the battery housing** (ref. Diagram 4).
- A beep sound (low pitch) is emitted, indicating the correct installation of the battery.
  If you do not hear any beep sound after inserting the battery, immediately remove it from its housing. Check the polarity before trying again.
- Before putting the lid back in place, check that the rubber seal is in its groove.
- Retighten moderately the 4 screws.

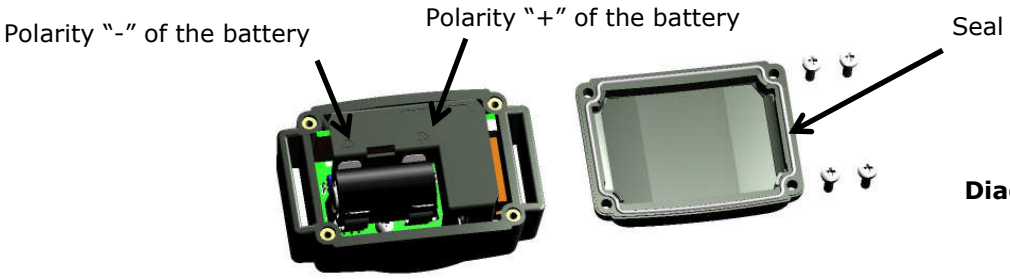


Diagram 4

  - **Activate/deactivate the remote control**

Remote control is supplied with battery fitted.

- **Activate**: **press for 1 second the On/Off red button** ⏻ located on the side of the remote control (ref. Diagram 1). Indications appear on the LCD screen.

- **Deactivate**: **press for 1 second the On/Off red button** ⏻ located on the side of the remote control (ref. Diagram 1). The LCD screen is Off.

To increase the battery life of the remote control and receiver collar, you should deactivate the units if you are not using them for a long period.

  - **Activate/deactivate the CANICOM training collar**

A magnet located in the remote control is used to switch the CANICOM receiver collar On or Off.

- **Activate**: move the remote control towards the collar so that the magnet position indicator on the remote control comes into contact with the red mark on the collar, hold for 1 second (ref. Diagram 5). The indicator light on the collar will flash in green indicating **the CANICOM receiver is On**.

- **Deactivate**: move the remote control towards the collar so that the magnet position indicator on the remote control comes into contact with the red mark on the collar, hold for 1 second (ref. Diagram 5). The indicator light on the collar will flash from green to red and then off: **the CANICOM receiver is Off**.

Diagram 5

Activate/deactivate a CANICOM receiver collar
with a CANICOM 500 PRO remote control

To increase the battery life of the remote control and receiver collar, you should deactivate the units if you are not using them for a long period.

- **Activate/deactivate the CANIBEEP RADIO PRO beeper collar**

A magnet located in the remote control is used to either switch On/Off the CANIBEEP RADIO PRO beeper collar.

- **Activate**: move the remote control towards the collar so that the magnet position indicator on the remote control comes into contact with the area indicated on the back of the collar, hold for at least 1 second (ref. Diagram 6). The collar will emit **two low pitch beep sounds** and the red indicator light will flash briefly indicating **the CANIBEEP RADIO PRO is On**.

- **Deactivate**: move the remote control towards the collar so that the magnet position indicator on the remote control comes into contact with the area indicated on the back of the collar, hold for at least 1 second (ref. Diagram 6). The collar will emit **one low pitch beep sound** and the red indicator light will flash briefly indicating **the CANIBEEP RADIO PRO is Off**.

Diagram 6

Activate/deactivate a CANIBEEP RADIO PRO beeper collar with a CANICOM 500 PRO remote control

Place these two areas together for 1 second

To increase the battery life of the remote control and receiver collar, you should deactivate the units if you are not using them for a long period.

For further information regarding the CANIBEEP RADIO PRO beeper collar (operation, settings, cautions for use, technical specifications), please read the user's guide provided with the collar.

- **Coding of the remote control and CANICOM receiver collar**

Each remote control has its own individual radio operator code. The coding of the remote control with the receiver collar enables the two units to work together.

IMPORTANT: before beginning the coding (first use of receiver collar or re-coding), make sure no other person is using his CANICOM 500 PRO or other products from the NUM'AXES range close by: your receiver collar could accidentally record the code of his remote control. If that occurs, re-code the remote control with your receiver collar.

CODING PROCEDURE FOR THE 1ST USE

1. Activate the remote control: press for 1 second the On/Off red button ⏻ located on the side of the remote control
2. Activate the receiver collar: move the remote control towards the collar so that the On/Off switch magnet comes into contact with the red mark on the collar, hold for 1 second (ref. Diagram 5).
3. Move the remote control away from the receiver collar.
4. Press the black beeper button 🔊 located on the side of the remote control. A beep sound is emitted; the receiver collar is then synchronized with your remote control.

RE-CODING PROCEDURE (for all coding procedures other than the 1st)

1. Activate the remote control: press for 1 second the On/Off red button ⏻ located on the side of the remote control
2. Receiver collar **in position "deactivate" (indicator light off)**: move the remote control towards the collar so that the magnet position indicator comes into contact with the red mark on the collar, hold **for 6 seconds**. The indicator on the receiver collar lights in fixed green, then flashes in red.
3. Move the remote control away from the receiver collar.
4. Press the black beeper button 🔊 located on the side of the remote control. A beep sound is emitted; the receiver collar is then synchronized with your remote control.

- **Reprogram a CANICOM receiver collar**

The CANICOM receiver collar can be re-coded indefinitely, either with the same remote control, or with a new remote control from the CANICOM range (Ref. Re-coding procedure).

- **Coding of the remote control and CANIBEEP RADIO PRO beeper collar**

The synchronization of the remote control with your CANIBEEP RADIO PRO collar is necessary only at the first use of the collar. Coding enables the remote control and the collar to work together.

IMPORTANT: before beginning the coding, make sure no other person is using his CANICOM 500 PRO or other products from the NUM'AXES range close by: your receiver collar could accidentally record the code of his remote control.

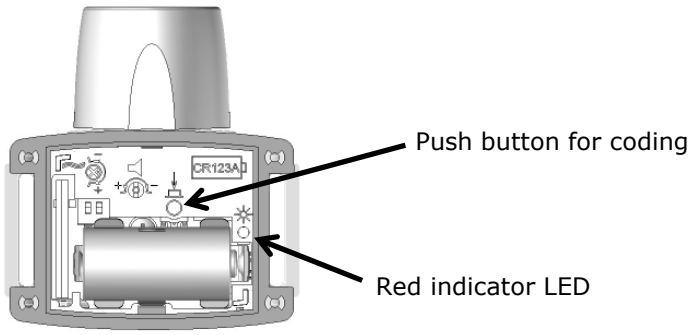
CODING PROCEDURE FOR THE 1ST USE

1. To begin the coding procedure, your remote control and CANIBEEP RADIO PRO collar must be switched On.
2. Unscrew the 4 screws of the top of CANIBEEP RADIO PRO collar with a Philips screwdriver.
3. Briefly press on the push button located in the case of the collar (ref. Diagram 7): a red indicator LED will show. Once the red LED light shows, you have only 5 seconds to synchronize the remote control and the collar.
4. Move your remote control away from the collar, pressing continuously on the yellow button of the remote control until you see the red indicator LED going Off.
5. The collar emits a beep sound: the collar has correctly recorded the code of the remote control.
6. Check the coding of your collar by testing the operation of the CANIBEEP RADIO PRO.
7. Once you have finished the coding, put the top back in place paying attention to the rubber seal. It must be clean, well positioned in its groove, and the groove must be clean too in order to avoid any problem with the waterproof function.
8. Firmly screw up the 4 screws in order to maintain your product's water tightness.

NOTE: if the 5 seconds have passed before having time to code the collar, or if the code is badly recorded in the collar, you can start again by pressing the push button.

The coding system located in the collar memorizes up to 9 different codes. This memory can become saturated if you have encoded your collar with several remote controls. In this case, the red indicator LED flashes after you press the push button to code.
In order to erase this memory, press continuously on the push button until the LED is Off: the memory is empty and you can recode your collar with a remote control.

Diagram 7



For further information regarding the CANIBEEP RADIO PRO beeper collar (operation, settings, cautions for use, technical specifications), please read the user's guide provided with the collar.

- **How to use the remote control**

The CANICOM 500 PRO remote control is designed to operate with one CANICOM training collar and/or one yellow CANIBEEP RADIO PRO beeper collar.

- **How to use the remote control with a CANICOM receiver collar**

❖ **black button : beeper**

If you press the black beeper button on the remote control, the receiver collar will emit sound signals. There is no time limit for this function: the beeper will continue to sound for as long as the button is pressed.

A transmission symbol will appear on the LCD screen of the remote control. The indicator light on the collar goes from flashing green to permanent green for as long as the button is pressed.

It is up to you to use the beeper button depending on the way you want to train your dog. With the beeper button you can:

- send a sound to your dog when it is disobedient,
- draw its attention, …

It's very important to always use the beeper in the same way in order not to disturb your dog.

❖ F button: flash stimulations

Press the **F** button to send a warning to your dog using flash stimulations transmitted by the two contact points located on the receiver collar for a defined length of time of less than one second.

A transmission symbol will appear on the LCD screen of the remote control. The indicator light on the collar goes from flashing green to permanent red while the stimulations are being sent.

❖ C button: continuous stimulations

Press the **C** button to send a warning to your dog using continuous stimulations transmitted by the two contact points located on the receiver collar, this will last for as long as the button is pressed but **limited to 8 seconds maximum**.

A transmission symbol will appear on the LCD screen of the remote control. The indicator light on the collar goes from flashing green to permanent red while the stimulations are being sent.

If you press the **C** button for more than 8 seconds, the collar will automatically go into safety mode for a few seconds before restarting itself normally.

Note: beep sounds can be associated to the stimulations by pressing first the **C** button and then the black beeper button .

❖ B button: booster

Press the **Booster** button to stop your dog instantaneously.
You can choose the stimulation level you think to be the best for an immediate effect. As a result, you do not need to press the "+" button.
Those stimulations are transmitted by the two contact points located on the collar for as long as the button is pressed but no more than **8 seconds maximum**.

If you press the **Booster** button for more than 8 seconds, the collar will automatically go into safety mode for a few seconds before restarting itself normally.

Configuration of the **Booster** button:

- select the stimulation level 01
- press the ⊖ button until the stimulation level flashes on the LCD screen
- press the ⊕ or ⊖ button to modify the stimulation level
- press the **Booster** button to confirm the level selected

❖ ⊕ and ⊖ buttons: stimulations level control buttons

Use the ⊕ and ⊖ buttons for rapid adjustment of the stimulation level of the receiver collar.
15 levels are available.

Level 1: very weak stimulations – Level 15: strong stimulations

Always start with the lowest level of stimulation.

❖ Retro-lightning of the LCD screen

You can light the LCD screen for approximately 6 seconds by pressing briefly the On/Off red button ⏻ (approx. ½ second).

▪ How to use the remote control with a CANIBEEP RADIO PRO beeper collar

From the remote control you can:

- **Locate the dog**: briefly or continuously press the yellow button on the remote control to activate a beep sound on the collar whenever your dog is pointing or moving.
- **Deactivate temporarily the collar**: briefly press (1 to 2 seconds) the yellow button :the collar is in stand-by (it is temporarily switched Off: no beep sounds whether the dog is pointing or moving). The red indicator LED is still flashing to indicate that the collar is not definitely turned Off.
- **Reactivate the collar after it was temporarily deactivated**: if your collar has been temporarily deactivated, press the yellow button , you reactivate your collar on the last selected mode.
- **Completely switch off the collar**: if you continuously press the yellow button (approx. 5 seconds), you will completely switch Off your collar (Warning: you will not be able to remotely reactivate it).

For further information regarding the CANIBEEP RADIO PRO beeper collar (operation, settings, cautions for use, technical specifications), please read the user's guide provided with the collar.

• Checking/replacing battery of remote control

Performance (radio range) of the remote control may deteriorate as battery becomes weak. Be prepared to replace the battery.
To check the condition of the battery, turn On the remote control and look at the battery level indicator on the LCD screen.
The symbols which appear indicate the following:

- Battery fully charged
- Weak battery: prepare to replace the battery
- Dead battery: your CANICOM 500 PRO switches to safety mode and the system locks up. The battery must be replaced.

NUM'AXES advises to use the same type and same brand of batteries as those supplied in your new purchased product. Other brands of batteries may not operate, or may not be completely compatible with your product. You can purchase the suitable batteries from NUM'AXES or from your distributor.

Replace the old battery with a new one as follows:

- On the back of the remote control, unscrew the screw and remove the battery cover.
- Remove the old battery.
- Insert the new battery (3-V Lithium CR2) **paying attention to follow polarity indicated on the battery housing** (ref. Diagram 8).
- Put the battery cover back in place.
- Retighten the screw.
- Check the remote control operates correctly.

Diagram 8

Replacing battery of CANICOM 500 PRO

WARNING
Make sure the polarity is correct

• Checking/replacing battery of CANICOM receiver collar

To check the condition of the receiver collar battery, observe the indicator light located on the front of the receiver collar:

- battery fully charged: flashes slow green.
- weak battery: flashes quickly red.
  Replace it with a new 3-V Lithium CR2 battery (See § First use from new: Fitting the battery in the CANICOM receiver collar). Check the receiver collar operates correctly.

NUM'AXES advises to use the same type and same brand of batteries as those supplied in your new purchased product. Other brands of batteries may not operate, or may not be completely compatible with your product. You can purchase the suitable batteries from NUM'AXES or from your distributor.

• Changing the contact points

Two different series of contact points are supplied. The length of the contact points must be sufficient to have proper contact with the dog's skin, enabling the device to operate correctly.
If you have a long-haired dog and the short contact points fitted to the collar in the factory are inadequate, remove and replace them with the long ones supplied with the kit.
Carefully tighten them manually (do not use a key).

• How to check that your CANICOM 500 PRO is functioning properly

You can check that your CANICOM 500 PRO is operating correctly at any time.

- Before doing so, make sure that the receiver collar is turned "Off" (indicator light off).
- You can place the neon test lamp in contact with each of the contact points (by unscrewing them, then by screwing them up in order to grip wires of the lamp under the contact points).
- Turn "On" the remote control and receiver collar.
- Press the **F** or **C** button and modify the level of intensity of the stimulations: the test lamp will come on with more or less intensity.

• Getting the best results

The training instructions you send to your dog are sent from the remote control to the receiver collar by radio waves. These radio waves are sensitive and the range reaches approximately 500 meters (depending on geography and environment).

The performances of your CANICOM 500 PRO will be optimal if you follow these recommendations:

- To obtain a good radio range, do not cover the antenna when you hold the remote control in your hand.
- The position of the receiver collar around the neck of your dog should be in the following way: the "On/Off" indicator is visible and is not in contact with the breast of the dog.
- Check the batteries (remote control and receiver collar) before using the unit and replace them as soon as the level of load is weak.
- The performances of the batteries decrease slightly in temperatures lower than 0°C. If possible, keep the remote control warm (e.g. inside a pocket) before using it.

• Fitting the CANICOM collar

The strap must be adjusted so that the contact points are in contact with the skin of the dog.

- **If the strap is too loose, the collar is likely to move and repeated friction can irritate the skin of your dog. Furthermore, it will not function correctly.**
- **If the collar is too tight, the dog will have breathing difficulties.**

Do not leave the collar positioned at the same place for long periods (i.e. over 3 hours) because this can cause irritations. If your dog must wear the collar for long periods, regularly change the position on the neck of your dog.

Never leave the collar more than 8 hours per day on your dog. Check your dog's neck regularly. If irritations appear, remove the collar until all signs of skin irritations have disappeared.

• Starting out with the training collar

- You can start using the collar with 6-month-old puppies that have already received some basic training: "stay", "sit" or at least "no".
- Do not use the collar with dogs that are not in good physical shape (i.e. cardiac problems, epilepsy) or have behavioural problems.
- Your dog will need to get used to the collar, for a few days let the dog wear the collar but do not use it.
- Positive and effective training takes time. **Do not rush**:
  - Choose a familiar area, a place your dog is used to.
  - **Define the level of stimulation from which your dog reacts by starting with the level of the lowest intensity and increasing gradually.**
  - Choose the right moment to press the button: at the exact time your dog does something wrong.
  - Give your dog plenty of encouragement: it will learn faster and its desire to respond will only increase.
- Do not hesitate to contact a professional trainer for any further advice.

• The difference between "continuous" and "flash" stimulation

Both functions are extremely interesting and useful, since they can be adapted to any dog and any situation.

- **"continuous" stimulation**

Should be typically used for training at a location that is familiar to the dog (at the beginning).
Because the stimulation is continuous, use the lowest intensity and take advantage of the length of the stimulation rather than of the intensity, so your dog has time to understand.

- **"flash" stimulation**

Use this function to correct your dog.
A low stimulation will attract its attention; it will feel something unpleasant at the precise moment it is behaving badly.

• Cautions for use

- **The CANICOM receiver collar is totally waterproof**. Your dog can swim in water. In order to maintain water tightness, we recommend the replacement of the seal located in the receiver collar every year.
- **The remote control is shower proof only**: it is only designed to remain a short time in the rain. Put it in a dry place as soon as possible. If the remote control falls into the water, it could be damaged in an irreversible way.
- Your dog should not wear a tag, metallic collar, or any other kind of collar together with the training collar CANICOM.
- Avoid placing the remote control close to objects sensitive to magnetic fields which could be irreversibly damaged.
- Do not place or keep the unit in places exposed to high temperatures.
- Remove the battery **from the receiver collar and the remote control** if you are not using the appliance for 3 months or more. The collar will memorize the configuration chosen (coding).
- It is necessary to replace the batteries every two years, even if the unit has not been used for long periods.
- Never leave a discharged battery in the unit: leakage could damage your CANICOM 500 PRO.
- Keep your CANICOM 500 PRO unit out of reach of children. It is not a toy for you or your children.

• Maintenance

- Avoid cleaning the unit with volatile liquids such as solvents or cleaning fluids. Use a soft cloth and neutral detergent.

- In order to maintain water tightness, we recommend the replacement of the seal located in the receiver collar every year.

• Troubleshooting

Should your CANICOM 500 PRO stop working or develop a fault, first read this guide over, then check the batteries and that you are using the product correctly.

If you encounter any problem, re-code the receiver collar (ref. re-coding procedure).

Re-initialize the system by removing the battery from its housing, then with a metallic tool (e.g. screwdriver, scissors) touch each of the 2 battery contacts for 2 seconds approximately (ref. Diagram 9).

Insert the battery again: one beep is emitted indicating the battery is in correct position.

Restart your CANICOM collar using the remote control.

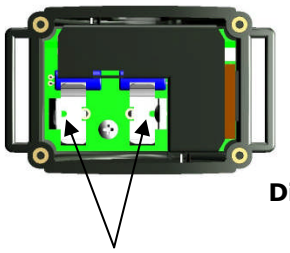


Diagram 9

Reset: connect the 2 supports of the battery

If the problem persists, **contact your distributor or check out on www.numaxes.com.**
You can also **contact NUM'AXES at +33.2.38.63.03.84 or by Email internationalsales@numaxes.com**.

Depending on the extent of the malfunction, you may have to return your product for service and repair.

For all repairs please supply the following:
- the complete product
- the proof or purchase (invoice or sales receipt)

If you omit one of these items, the After Sales Service will have to invoice you for any repair costs incurred.

• Technical specifications

	Remote control	CANICOM receiver collar
Power	3-V Lithium CR2 battery	3-V Lithium CR2 battery
Battery life	Continuous use: Approximately 30 000 triggers	In stand-by: Approximately 7 months Continuous use : Approximately 2 months
Frequency (power)	869,525 MHz (250 mW)	869,525 MHz
Antenna	35 mm	Integrated
Range	Approximately 500 meters	
Tightness	Shower proof	Waterproof
Radio operator safety and coding	By microcontroller	By microcontroller
Battery power indicator	Indicator on the LCD screen	Indicator light
Levels of stimulation	15	
Temperature limitations	Between – 20°C et +40°C	Between – 20°C et +40°C
Dimensions	108 mm x 55 mm x 24 mm	68 mm x 43 mm x 38 mm
Weight (with the battery)	85 g	75 g (without strap) Collar adjustable to neck sizes from 20 to 50 cm

- **Receiver collar battery life**

  – 7 months in stand-by: for a use of 4 hours a day
  – 2 months in continuous use: about 5 000 stimulations of 2 seconds at level 15

To increase the battery life of the receiver collar, we recommend you to deactivate the unit if you are not using it for a long period.

- **Guarantee**

NUM'AXES guarantees the product against production defects for 2 years after purchase.
All postage and packing charges will be the purchaser's sole responsibility.

- **Guarantee conditions**

1. The guarantee will be valid only if the proof of purchase (invoice or sales receipt), without cancellation, is submitted to the distributor or to NUM'AXES. The guarantee is limited to the original purchaser.
2. This guarantee does not cover the following:
    - changing the batteries
    - changing the strap
    - direct or indirect risks incurred when sending the article back to the distributor or NUM'AXES
    - damage to the article caused by:
        - negligence or incorrect use (ex. bites, breakage, cracking)
        - use contrary to the instructions or not envisioned therein
        - repairs performed by unauthorized persons
    - loss or theft
3. If the product is found to be defective, NUM'AXES will either decide to repair or to replace it.
4. No claim may be advanced against NUM'AXES, particularly in relation to incorrect use or breakdown.
5. NUM'AXES reserves the right to modify the characteristics of its products with a view to making technical improvements or to comply with new regulations.
6. The information contained in this guide may be subject to amendment without prior notice.
7. Photos and drawings are not contractual.

- **Spare parts**

You can purchase spare parts (batteries, strap, …) from your supplier at any time.

- **Collection and recycling of your device at the end of its life**

The pictogram which appears on your product means that this one can not be thrown with household refuse.
You have to bring the device to a collection location suitable for treatment, development, recycling of electric wastes or bring it back to your distributor.
Adopting this process, you do something for the environment, you contribute to the preservation of natural resources and to the protection of human health.

www.numaxes.com

internationalsales@numaxes.com